



## RETIREE ACTIVITIES OFFICE (RAO)

311 Air Base Group/CVR

3260 Sidney Brooks

Brooks City-Base Texas 78235-5117

Telephone: (210) 536-2116/6418 DSN: 240-2116/6418

FAX: (210) 536/240-9053

Toll Free 1-866-654-3540 Email: [rao@brooks.af.mil](mailto:rao@brooks.af.mil)

**TO: RETIREES AND FAMILY MEMBERS**

**1 November 2009**

**SUBJECT: RETIREE NEWS UPDATE FOR FALL-WINTER 2009**

**RETIREE NEWS UPDATE:** Please note that our Organization has changed from 311<sup>th</sup> HSW/CVR to 311th AIR BASE GROUP/CVR. In the future we will be publishing our News on a semi-annual basis with Spring-Summer and Fall-Winter issues. We are being able to publish the News through funding provided by our 311<sup>th</sup> Air Base Group Commander, Colonel Harry R. Kimberly III, and is appreciated by all.

**RELOCATION OF BROOKS RAO TO BUILDING 537 BROOKS CITY-BASE:** By the time you receive this Retiree News Update, your Brooks RAO has relocated to Building 537 (first building on your left after entering the Base). Operating hours/days/phone numbers/email address will all remain the same. Bldg 537 has parking spaces for the Physically Challenged behind the Bldg. There is also an entrance to the Bldg in the rear area with a "buzzer" on the door for those needing assistance. Plus, there is a floor elevator to use instead of the access over three (3) steps for those in need. If physically challenged and have to use a wheelchair, walker or other device you can call for an appointment with an exact time and a Staff RAO Volunteer will meet you at the door to escort you to the RAO.

**BROOKS SATELLITE RAO, HARLINGEN, TEX:** Our Brooks RAO Satellite in Harlingen is back in place at the Naval Operational Support Center (NOSC), 1300 Teege. Our Navy Host has their DEERS/ID Card equipment working and providing that assistance to Retirees/Dependents/ Survivors who reside in the Rio Grande Valley area. Our thanks to our Navy Host, LCMR Young and his folks for the support they are providing to our volunteers in the RAO and to those in the Retiree Community. The RAO at the Marine Military Academy (MMA) is closed. Our thanks to the MMA leadership for their

outstanding support. Please contact the Harlingen RAO at (956) 428-7242 or Toll Free at 1-877-586-3273 or go by to see/visit with the RAO during duty hours 10 a.m. – 2 p.m. on Tuesday and Thursday of each week.

**IDENTIFICATION CARD SUPPORT:** If the Naval Operational Support Center, 1300 Teege, Harlingen, TX cannot issue ID Cards due to DEERS or Computer problems, retirees, dependents or survivors needing IDs, can contact the following locations for assistance. (Call before making the trip to insure that computers are up and working). Phone numbers are as follows: Kingsville NAS: (361) 516-4728/6547; Corpus NAS: (361) 961-3848; Laughlin: (830) 298-5276; Randolph: (210) 652-1845; Lackland: (210) 671-4178 and Brooks City-Base: (210) 536-1845. (**NOTE:** The Army National Guard ID Card Unit at Weslaco, Texas has deployed and is no longer available for assistance). (Brooks City-Base MPF may move soon to another BLDG on-Base so please call (210) 653-1845 to confirm location).

**SCAM TARGETS VETS:** The VA reports that a scam is targeting veterans. Scammers call under the guise of a phony "Patient Care Group". The caller claims that VA prescriptions are being administered by his company. The scammer asks for personal information, including credit card number, etc. **This is BOGUS!** The VA never calls veterans for personal information by phone and has not changed any dispensing rules. **BE SAFE-DO NOT GIVE OUT ANY INFO TO UNSOLICITED PHONE CALLS.**

**RETIRED FEDERAL EMPLOYEES:** Need help, Call (210) 671-1464 or 1465, Lackland AFB, TX. An office with all-Volunteer Retired Federal Employees, who provide assistance to other, retired members and/or survivors. Call any Wednesday 9 a.m.-2p.m.

**NEW BROOKS RAO SATELLITE DIRECTOR APPOINTED AT-HARLINGEN, TEXAS:** TSGT, USAF (Ret) Keith Blake, previously the Deputy Director at the RAO, has volunteered to be the new RAO Director. Letter of appointment as RAO Director is effective 1 October, 2009. **Congratulations, Keith!** The RAO needs additional staff volunteers so they can return to their normal schedule. RAO duty hours/days of operation normally are 10 a.m. – 2 p.m., Tuesday and Thursdays. Please contact TSGT Blake or one of his Staff at Toll Free 1-877-586-3273 or (956) 428-7242. Better yet, drop by the office and Volunteer.

**BROOKS MILITARY PERSONNEL FLIGHT (MPF) CHANGE IN OPERATING HOURS:** Effective 19 Oct 09, MPF Customer Service hours of operation for ID Cards/DEERS, etc., are 8 a.m. to 3 p.m. Monday thru Friday. Please call (210) 536-1845. **REMEMBER- IT IS BEST TO CALL BEFORE MAKING A TRIP FOR HELP.**

**BROOKS RAO DIRECTOR COMMENTS:** It is gratifying to be able to once again provide the RAO Retiree News Update to our Retiree Community. We hope that the information provided is helpful/useful. On behalf of all of us, I have relayed our most heartfelt thanks to Colonel Kimberly, 311<sup>th</sup> ABGP/CC for his recognition of our needs and for funding this most important News. For information, the Brooks RAO will be closed for the Holiday season from **22 Dec 09 –4 Jan 2010.** Our phones/email will be monitored during this time and replies furnished as required. RAO reopens at 9 a.m. on 5 Jan 2010. **HAVE A MERRY CHRISTMAS AND A VERY HAPPY/HEALTHY NEW YEAR. 2010.**

///SIGNED///

FRED K. DICKINSON, CMSGT, USAF (Retired)  
Director, Retiree Activities Office (RAO)

“STILL SERVING”